

# Inspectional Services

City of Newton Performance Management  
March 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Enforce all applicable state and local codes and ordinances</b>					
		% of complaints resolved within 30 days	47	60	13
<b>2. Inspect new and old structures quickly and effectively (Building, Gas, Plumbing, Electric)</b>					
		% R-2, A, E, Lic. Inspections done within 24 hours of request	-	100	-
<b>3. Issue permits in a timely manner</b>					
		% of Building Permits issued in 24 hours of request	91	90	1
		% of Plumbing/Gas Permits issued in 24 hours of request	99	100	1
		% of Electrical Permits issued in 24 hours of request	99	100	1

## Notes